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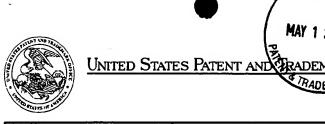
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BLAKELY SOKOLOFF TAYLOR & ZAFMAN

12400 WILSHIRE BOULEVARD, SEVENTH FLOOR



Page 1 of 1

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COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 2023I
www.uspto.gov

APPLICATION NUMBER

FILING/RECEIPT DATE

FIRST NAMED APPLICANT

ATTORNEY DOCKET NUMBER

10/021,877

LOS ANGELES, CA 90025

08791

12/14/2001

Steven Lurie

4704P020

CONFIRMATION NO. 2729

FORMALITIES LETTER
OC000000007334768

Date Mailed: 03/12/2002

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
 A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(I) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

A copy of this notice <u>MUST</u> be returned with the reply.

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE



United States Patent and Thadema

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UNITED STATES PATENT AND TRACEMENTA CONTROL
WASHINGTON, D.C. 2023

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12/13/2001

Steven Lurie

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08791 BLAKELY SOKOLOFF TAYLOR & ZAFMAN 12400 WILSHIRE BOULEVARD, SEVENTH FLOOR LOS ANGELES, CA 90025 CONFIRMATION NO. 2729
FORMALITIES LETTER
OC00000007334768

Date Mailed: 01/18/2002

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

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- The balance due by applicant is \$ 130.

A copy of this notice MUST be returned with the reply.

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

Attorney's Docket No. 4704P020

HE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

STEVEN LURIE

Serial No.: 10/021,877

Filed: December 14, 2001

For: APPARATUS AND METHOD FOR ONLINE

ADVICE CUSTOMER RELATIONSHIP

MANAGEMENT

Examiner: N/A RECEIVED

Art Unit: 2163

MAY 1 6 2002

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NOTICE OF RELATED PENDING APPLICATIONS

Assistant Commissioner for Patents Washington, D.C. 20231

Dear Sir:

Applicants respectfully request that the Examiner be put on notice that the following pending U.S. Patent Applications may disclose subject matter relating to the above captioned application.

- U.S. Patent Application. No 09/414,710, entitled <u>SYSTEM FOR PROVIDING</u> SERVICES IN REAL-TIME OVER THE INTERNET, filed on October 8, 1999;
- U.S. Patent Application. No 09/522,322, entitled <u>SYSTEM FOR RECORDING AND DISTRIBUTING RECORDED INFORMATION OVER THE INTERNET</u>, filed on March 9, 2000;
- U.S. Patent Application. No 09/565,587, entitled <u>SYSTEM AND METHOD FOR CONDUCTING A TIME AUCTION</u>, filed on May 4, 2000;
- U.S. Patent Application No. 09/635,506, entitled <u>METHOD AND APPARATUS FOR PROVIDING GROUP CALLS VIA THE INTERNET</u>, filed on August 9, 2000;
- U.S. Patent Application No.09/702,217, entitled <u>AN APPARATUS AND METHOD FOR SPECIFYING AND OBTAINING SERVICES THROUGH VOICE COMMANDS</u>, filed on October 30, 2000;
- U.S. Patent Application No.09/705,388, entitled <u>METHOD, APPARATUS AND</u> <u>SYSTEM EPR MARKETING, DELIVERING, AND COLLECTING PAYMENT FOR INFORMATION</u>, filed on November 2, 2000;
- U.S. Patent Application No. 09/733,872, entitled <u>ASSISTANCE METHOD AND APPARATUS</u>, filed on December 8, 2000;

U.S. Patent Application No 09/764,021, entitled SYSTEM AND METHOD FOR AN ONLINE SPEAKER PATCH-THROUGH, filed on January 16, 2001;

U.S. Patent Application No.09/782,925, entitled ASSISTANCE METHOD AND APPARATUS, filed on February 13, 2001;

U.S. Patent Application No. 09/782,984, entitled ASSISTANCE METHOD AND APPARATUS, filed on February 13, 2001; and

U.S. Patent Application No. 09/808,475, entitled APPARATUS AND METHOD FOR RECRUITING, COMMUNICATING WITH, AND PAYING PARTICIPANTS OF INTERACTIVE ADVERTISING, filed on March 13, 2001.

U.S. Patent Application No. 09/947,591 entitled APPARATUS AND METHOD FOR ENSURING A REAL-TIME CONNECTION BETWEEN USERS AND SELECTED SERVICE PROVIDER USING VOICE MAIL, filed on September 5, 2001.

U.S. Patent Application No. 10/015,968 entitled APPARATUS AND METHOD FOR SPECIFYING AND OBTAINING SERVICES THROUGH AN AUDIO TRANSMISSION MEDIUM, filed on December 6, 2001.

U.S. Patent Application No. 10/021,877 entitled APPARATUS AND METHOD FOR ONLINE ADVICE CUSTOMER RELATIONSHIP MANAGEMENT, filed December 14, 2001.

U.S. Patent Application No. 10/032,518 entitled APPARATUS AND METHOD FOR SCHEDULING LIVE ADVICE COMMUNICATION WITH A SELECTED SERVICE PROVIDER, filed December 27, 2001.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

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Date: May 03, 2002

12400 Wilshire Boulevard Seventh Floor Los Angeles, California 90025 (310) 207-3800

CERTIFICATE OF MAILING:

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in An envelope addressed to: Assistant Commissioner for Patents, Washington, DQ 20231 on May 03, 2002.

Marilyn Bass

May 03, 2002





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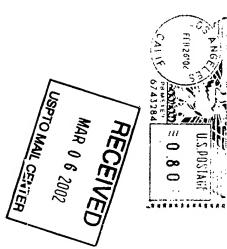
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12400 WILSHIRE BOULEVARD SEVENTH FLOOR LOS ANGELES, CALIFORNIA 90025-1026

Box MINDING ROWES
Assistant Commissioner for Pater
Washington, D.C. 20231

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN, LLP

12400 WILSHIRE BLVD., 7TH FLOOR WEST LOS ANGELES, CALIFORNIA 90025 (310) 207-3800



February 26,

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OF

Director of the United States Patents and Trademarks Office

DETACH AND RETAIN THIS STATEMENT
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Invoice:

02/26/2002

Amount:

130.00

4704.P020 Keen.com U.S. Patent and Trademark Office notice to file missing parts filing fee (large entity) JXL/mbass

24311

Attorney's Docket No. 4704P020

Examiner: N/A

Art Unit: 2163

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

STEVEN LURIE

Serial No.: 10/021,877

Filed: December 14, 2001

APPARATUS AND METHOD FOR ONLINE

ADVICE CUSTOMER RELATIONSHIP

MANAGEMENT

RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION

Assistant Commissioner for Patents Washington, DC 20231

Dear Sir:

In response to the Notice to File Missing Parts of Application mailed March 12, 2001, please find enclosed:

- (1)Applicants' filing of February 26, 2002 consisting of (i) Response to Notice to File Missing Parts of Application, (ii) a duly executed Declaration and Power of Attorney of inventor Steven Lurie, (iii) copy of Notice to File Missing Part of Nonprovisional Application, mailed 01/18/2002; (iv) copy of Applicants' Transmittal, Fee Transmittal and check no. 24311 in the amount of \$130.00 in payment of the petition filing fee, along with copy of canceled check no. 24311 bearing the PTO's endorsement dated 03-12-2002; and (iv) date-stamped copy of Applicants' postcard returned from PTO, bearing PTO's receipt of the foregoing by OIPE on March 6, 2002; and
 - (2) a copy of the Notice to File Missing Parts of Application mailed 03/12/2002.

Applicant believes he has timely complied with the requirements of the Notice to File Missing Parts of Nonprovisional Application mailed 01/18/2002 and that the Notice to File Missing Parts of Application mailed 03/12/2002 was issued in error. In addition, in a telephone conference with Mrs. Stokes of OIPE of March 22, 2002, it was indicated that the Notice to File Missing Parts

COPY OF PAPERS ORIGINALLY FILED

mailed 03/12/2002 was issued in error. In the event any additional fee is required, please charge Deposit Account No. 02-2666. A duplicate of Applicants' Fee Transmittal is enclosed for deposit account charging purposes.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

Date: May 03, 2002

12400 Wilshire Boulevard Seventh Floor Los Angeles, California 90025 (310) 207-3800

CERTIFICATE OF MAILING:

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Box Missing Parts, Washington, DC 20231 on May 03.

2002.

Marilyn Bass

Attorney Docket No.: 4704P020

TENT AND TRADEMARK OFFICE IN THE UNITED STA

In re the Application of:

STEVEN LURIE

Application No.: 10/021,877

Filed:

December 13, 2001

For:

AN APPARATUS AND METHOD FOR ONLINE

ADVICE CUSTOMER RELATIONSHIP

MANAGEMENT

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Assistant Commissioner for Patents Attention: Box Missing Parts

Washington, D.C. 20231

RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION

Sir:

In response to the Notice to File Missing Parts of Application mailed January 18, 2002, please find enclosed:

- (1) a duly executed Declaration and Power of Attorney with respect to the above-referenced patent application;
 - (2) a check in the amount of \$130.00 in payment of the surcharge of 37 CFR § 1.16(e); and
 - (3) a copy of the Notice to File Missing Parts of Application.

If any additional fee is required, please charge Deposit Account No. 02-2666. A duplicate of the Fee Transmittal is enclosed for deposit account charging purposes.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Assistant Commissioner for Patents, Attention: Box Missing Parts, Washington, D.C. 20231

ebruary 26, 2002

02/26/02

Date

Dated: February 26, 2002

12400 Wilshire Blvd., 7th Floor Los Angeles, California 90025 Telephone: (310) 207-3800

PTO/SB/17 (10-01)
Approved for use through 10/31/2002. OMB 0651-0032
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE of the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. RANSMITTAL Complete if Known PRECEIVE

MAY 1 6 2002

Ochmology Center 21 Application Number 10/021,877 for FY 2002 12/14/01 Filing Date First Named Inventor Steven Lurie Unknown pplicant claims small entity status. See 37 CFR 1.27 **Examiner Name** 2163 **Group Art Unit** TOYAL AMOUNT OF PAYMENT Attorney Docket Number 4704P020

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Typed or Printed Name	Joseph Lutz, Reg. No. 43,765	Registration No. (Attorney/Agent)	Telephone	(310) 207-3800
Signature	() ()		Date	05/03/02

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PTO/SB/21(08/00)

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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Firm or Individual name	Joseph Lutz, F BLAKELY, SO		65 AYLOR & ZAFMAN			
Signature	1	89C C	7 1 N			
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Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

MAY 1 3 2002 35

PTC/S8/17 (10-01)

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	Code	(\$)				149	740	249		For each additional invention to be		- 11
103 18	203	9	Claims in ex			140	, 40	0		examined (37 CFR 1.129(b))		- {
102 84	202	42	•	t claims in exce	SS 013	179	740	279	370	Request for Continued Examination (RCE)		\neg 1
104 280	204	140		endent claim		169	900	169		Request for expedited examination		$\exists 1$
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SUBMITTED	BY	Comp	Complete (if applicable)		
Typed or Printed Name	Joseph Lutz, Reg. No. 43,765	Registration No. (Attorney/Agent)	Telephone	(310) 207-3800	
Signature	applip		Date	02/26/02	

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Total Number of Pa	ages in This Submission		9.	Attorney Docket Number	470	04P020
		E	NCLOS	URES (check all that	t app	oly)
Express Abar	Response inal its/declaration(s) Time Request indonment Request Disclosure Statement		Assignm (for an A Drawing) Licensing Petition Petition t Provision Power of Change of	ent Papers pplication)		After Allowance Communication to Group Appeal Communication to Board of Appeals and Interferences Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) Proprietary Information Status Letter
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	SIGNATURE	OF A	APPLICA	ANT, ATTORNEY, OR A	GEN.	Т
Firm Joseph Lutz, Reg. No. 43,765 or Individual name BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN						
Signature 2502						2,000
Date	February 26, 200)2				

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		First Named Inventor	Steven Lurie		
(to be used for all correspondence after in	darming)	Group Art Unit	2163		
		Examiner Name	Unknown		
Total Number of Pages in This Submission	17	Attorney Docket Number	4704P020		
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Fee Attached	Drawing	(s)	Appeal Communication to Board of Appeals and Interferences		
Amendment / Response	Licensin	g-related Papers	Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)		
After Final Affidavits/declaration(s)	Petition		Proprietary Information		
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Firm or Individual name	Joseph Lutz, Reg. No. 43,765 BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN	
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